

Part B SPP/APR Improvement Activities Evaluation Action Plan

Indicator 19 – Percent of mediations held that resulted in mediation agreements

Improvement Activity	Timeline	Staff Responsible	Action Plan	Action Plan	
				Timeline	Status
19.1 Provide information on the Missouri complaint system through the Parent's Guide to Special Education.	2010/11	C) Compliance Director Z) MPACT	1. Direct stakeholders to Parent's Guide on DESE's website via SELS messages (C,Z)	1. <i>Twice Annually (September and February)</i>	<i>Active</i>
			2. Provide print copies to LEAs upon request (C)	2. <i>Ongoing</i>	<i>Active</i>
			<u>Evaluation of Impact</u> Track number of requests for printed copies of Parent's Guide.		